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Bib Data Sheet

CONFIRMATION NO. 9628

<b>SERIAL NUMBER</b> 09/909,329	<b>FILING DATE</b> 07/19/2001 <b>RULE</b>	<b>CLASS</b> 707	<b>GROUP ART UNIT</b> 2171	<b>ATTORNEY DOCKET NO.</b> 10007815-1
<b>APPLICANTS</b> Tim Goldstein, Loveland, CO;				
** CONTINUING DATA *****				
** FOREIGN APPLICATIONS *****				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> ** 08/29/2001				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met <input type="checkbox"/> Allowance Verified and Acknowledged <u>Brian Edelmann</u> Examiner's Signature Initials		<b>STATE OR COUNTRY</b> CO	<b>SHEETS DRAWING</b> 4	<b>TOTAL CLAIMS</b> 23
			<b>INDEPENDENT CLAIMS</b> 3	
<b>ADDRESS</b> HEWLETT-PACKARD COMPANY Intellectual Property Administration P.O. Box 272400 Fort Collins ,CO 80527-2400				
<b>TITLE</b> Apparatus and method for providing customer service				
<b>FILING FEE RECEIVED</b> 764	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	